

No10)Hara
 Al Geraif Gharb
 Al MAnshia Khartoum East
 P.O Box 15143
 Tel. +249 155779308 Fax.
 +249 183581682
www.wvi.org/Sudan

Reference: Requisition #3889416

HOTEL ACCOMMODATION & CONFERENCING SERVICES Long Term Agreement in Red Sea State
 (1st November 2025 – 31st October 2026)

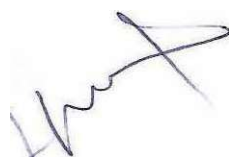
Background

World Vision a child-focused organization, our goal is to see children reach their full potential. We don't just want children to survive, we want them to thrive! We began working in Sudan in 1983 our programmes were initially operational until 1988. In June 2004, we resumed operations, in response to the Darfur Crisis.

World Vision Sudan provides both lifesaving and long-term support, complementing the efforts of government and other humanitarian partners. In Sudan, we implement programmes in a range of sectors including health and nutrition, Water, Sanitation, and Hygiene (WASH), food security and livelihoods, child protection and safeguarding. We remain committed to our vision of life in all its fullness for all children. By 2025, World Vision Sudan will contribute to the wellbeing of 2.1 million most vulnerable boys and girls in Sudan.

SERVICE AGREEMENT FOR HOTEL ACCOMMODATION & CONFERENCING SERVICES

Section	Content
Section	
Objectives	A service agreement with hotels for accommodation and conferencing services.
Background	World Vision Sudan intends to establish a Service Agreement for one year renewable for the provision of the following services (referred hereinafter as "services") in Port Sudan: a) Meeting/conference rooms including facilities (10-40pax, 40-70pax and 70-200pax) b) Catering services for meetings — Buffet Lunch, morning and evening tea breaks, mineral bottled water, and soda. c) Guest rooms — Bed and breakfast, half board, full board, and laundry services. d) Transports facilitation from the hotel to the airport or office when

there is need.

e) Proper security and care towards our staff are paramount.

Scope of work	As per the Bill of Quantities. (BoQ)
Deliverables and Schedules	Provide accommodation and conferencing services.
Facilitation in terms of staff transport	Provide transport to our staff from the hotel to the office or airport when requested by our office.
Responsibilities	-The hotels must have a 24-hour uninterrupted electricity system. -The hotel should assign a contract manager as a focal point to deal with World Vision on all matters concerning the management of the service contract. -The name of the contact person must be stated in the response to this TOR.
Timing	One-year renewable based on performance and available funding
Reporting Requirements	Oversee the work progress will be done by Administration Manager
Profile Requirements	The service provider should have the qualifications and experience as per the qualification below.

Bidder Qualification:

The service provider should have the following qualifications and experience:

General

- Shall apply international standards in providing conferencing and accommodation services and shall have a rating of 3, or 4 stars.
- Shall have all the necessary equipment and facilities as well as experienced, English and Arabic language speaking and professionally trained staff to handle minimum requirements of World Vision Sudan.
- Shall have a conference room(s) and related services available in hotel or at neighbouring partner located at a walking distance from the accommodation.
- For long-term stay, the availability of a conference room is not a requirement.
- Offers conference services - registration, transportation, registration of participants, date confirmation, venue, additional equipment, Building: Lightening and Decoration of building and exhibition panel, Sign Boards, Stage, Security, Catering ancillary staff and transportation of participants assistants – available.
- Shall have discount rates available.
- Shall have parking space for vehicles.
- Hotel and its facilities shall be accessible by wheelchair.
- Shall have a reliable internet connection a minimum Bandwidth of between 120–200 Mbps) in the hotel conference facilities and guest rooms.



A handwritten signature in black ink, appearing to be 'J. M. A.', written over the bottom right of the page.

- Should be cleared by World Vision Sudan Safety and Security based on minimum requirements.

Accommodation

- Ability to accommodate meeting participants, staff, and other delegates with access to disabled people.
- Have basic facilities in the rooms such as single, double bed, suit room, and king for the high-profile guests, tea/coffee facilities, A/C, TV screen, telephone for an emergency, hot and cold water
- Apart from the above hotels are expected to have an internet connection and safe deposits in rooms and washing/ironing provisions
- Secured parking facility
- Non-smoking rooms available
- Hotel with recycling and saving water policies will be selected first

Conference Facilities

- Ability to facilitate meeting participants, staff, and other delegates.
- Ability to set up multiple styles for sitting arrangements in meeting rooms e.g. conference, theatre,
- Meeting room with adequate lighting.
- Meeting room with adequate spaces for installing boxes for interpretation
- Good internet connections to be available in the conference and secretariat rooms
- Secured parking facility.
- Audio-visual (such as projector, screen, laptop, mike, etc.) to be organized as requested.
- Breakout rooms as requested for high and medium band
- Secretariat room for organizers with printing, photocopier/scanner facilities for high and medium bands, or access to the business centre.
- Sound system (indicate if outsourced)
- Provision for movements especially disabled people such as wheelchairs and separate pathways for walking or lifts instead of a staircase.
- A proper cooling/heating system
- Ability to provide meeting packages as follows with the minimum requirements:
 - Half day meeting package (1 coffee/tea break inclusive of bottled water and tissues, lunch)
 - Full day meeting package (2 coffee/tea break inclusive of bottled water, tissue /lunch)

Catering

- The catering should contain vegetarian and non-pork dishes as well.
- Ability to provide catering for AM/PM tea/coffee, snacks, lunch, dinner.



A handwritten signature in blue ink, appearing to be "Hunt", written over a horizontal line.

- Beverage's package (All non-alcoholic drinks such as orange juice, coke, water, and tea/coffee).

Personnel

- To have competent staff to facilitate World Vision workshops and events.
- Qualified IT personnel to assist IT set-up and requirements during conferencing.
- A security guard specifically for the equipment in the conference room

Service Quality

The awarded contract service provider is expected to provide high-quality services in an efficient manner. World Vision training, workshops, and meetings organized in South Sudan are critical events for its partners and stakeholders thus expect to have the following service quality:

- The meeting facilities and all meeting rooms must be ready and available to accommodate all participants.
- The accommodation rooms must be clean, safe, and readily available to accommodate all participants.
- The service provider must assign sufficient supporting staff to accommodate the organizers and respond to organizers' requests.
- The service provider must assign technical staff on lighting, cooling/heating system, sound, and IT to support any technical logistics at any and all times during the conference/meeting/training and at the request of organizers.
- Providing proper security to our staff is paramount or priority number one.
- Provide transport to and for our staff to the office when requested by the office.

The service provider's performance shall be gauged using the following service standards during its performance review:



[Handwritten signature]

Service Standards

#	Product/Service	Performance Attribute	Definition
1	Provide Quotations	Speed and Efficiency	Ability to quickly and accurately provide quotations
2	Delivery	Speed, Efficiency & Hygiene	Ability to deliver service promptly. Timely pick and drop-off of participants where transport is provided by the hotel or upon request.
3	Billing	i) Accuracy ii) Clarity iii) Frequency and account management	Ability to generate billing statements without errors-100% accurate Ability to generate bills that are transparent or easy to understand Ability to generate statements on a monthly basis for World Vision Effective account reconciliation process
4	Rates/Pricing	i) Fairness ii) Company concern about prices iii) Good value indicated by price	Discounted/reasonable charges for the services offered to World Vision Ability to quote competitive prices Competitiveness of prices quoted
5	Service Quality	i) Accessibility ii) Hygiene	Ability to maintain a healthy environment through cleanliness in food and catering, regular housekeeping, and regular cleaning of property/facility
6	Problem Solving	Complaint Handling	Ability to resolve complaints
7	Communications	Awareness level of World Vision of major changes in the hotel industry practices or changes in prices	Changes to services, changes in personnel, and changes in company policies which may have an impact on the services provided to World Vision are well informed about matters relating to the working arrangements, which may affect the terms and conditions and service standards as it relates to the agreement
8	Office Premises and Hours of Services	Readiness to do business	Sufficient manpower to commence business at the start of the office hours; provision of skeletal workforce to answer calls during breaks.



[Handwritten signature]

Hotels Services and Pricing Categories

WV Sudan shall pay service provider for services rendered hereunder at the rates scheduled below:

a) Accommodation Service Rates

Rooms	Qty	UOM	Bed & Breakfast rate	Half Board rate	Full Board rate
Standard Single room	1	Room			
Twin Room	1	Room			
Executive Suite	1	Room			

b) Training facility service rates

Item Description	Qty	Units	Unit Price	Total Price
Hall hire 1 – 20 Capacity	1	Day		
Hall hire 21 – 50 Capacity	1	Day		
Hall hire 51 – 80 Capacity	1	Day		
Hall hire 81 – 100 Capacity	1	Day		
Hall hire 101 – 120 Capacity	1	Day		

c) Catering Services

Item Description	Qty	Units	Unit Price	Total Price
Morning Tea / Milk / Coffee with Snacks	1	Pcs		
Afternoon Tea / Milk / Coffee with Snacks	1	Pcs		
Buffet Lunch (Hotel Residents)	1	Buffet		
Buffet Lunch Outside Catering (Food Only)	1	Buffet		
Soda 500ml- Assorted Brand	1	Bottle		
Mineral Water 600ml	1	Bottle		
Transport Outside Catering – Port Sudan	1	Day		



A handwritten signature in blue ink, appearing to be "J. M. T.", is written over the bottom right portion of the page.

Shorthand Notebook (5" * 8")	1	pc		
Pen — Blue / Black (Bic / Obama Brand)		pc		

Terms and Conditions

1. Currency of Quote: USD (United State Dollar)
2. Quote: Fill in Letterhead Quotation, signed and stamped then attach online in ProVision
3. Offer Validity: 1 Year as of 1st November 2025 — 31st October 2026
4. Stock Availability:
5. Lead Time:
6. Delivery Locations: Port Sudan - Khartoum- Atbara- Kosti- Damazine
7. Past Experiences: evidence Purchase Order or Contract
8. Financial Capacity: Bank Statement (June — Aug 2025)
9. Payment Term
10. Registration Certificates (Companies or Individual)
 - (i) Certificate of Incorporation
 - (ii) Tax Compliance Certificate
 - (iii) Chamber of Commerce Certificate
 - (iv) Trader License (State / Town Council / Municipality)
 - (v) MOU & Article of Association (Shareholder List & ID Card)

Bid Submission Details

Deadline for submission: [23rd October 2025]

Submission method: Email to [scm_sudan@wvi.org] OR physical
_submission to [Port Sudan Office]

#Contact for Administrative inquiries: [Email: Ibrahim Bakhit@wvi.org & Tel: +24990093421 8

#Contact for Technical inquiries: noha_ibrahim@wvi.org & Tel: +249 91253609.]

#Contact for Technical inquiries:
hiowt_tesgaye@wvi.org

